

IOT Network Maintenance - 2016

Who We Are:

An eight-member team that manages the physical connectivity for Voice and Data statewide for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Mission:

Provide support, troubleshooting and equipment installation for Network Management, IOT Unified Communications and IOT Telecom Services.

Department: 493019

Manager: Dan Neuenschwander

What We Do:

Network Maintenance

The Network Maintenance team is responsible for voice services and layer 2 network support. They will assist Network Management with configuring and installing layer 2 switches and troubleshooting of these devices out to and including the physical layer. Additionally they will assist IP Unified Communications with the deployment and troubleshooting of VoIP phones and necessary hardware.

Our Products:

1126 TSO/DSO & OCRs

Our Tools:

vFire Ticket Management and SLA Measurement
Solarwinds NMS Network Mgt, Alert Management\Outage notification, Performance Metric's and Usage\Capacity planning.

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Network Tickets:

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Network Availability:

Campus Area Network	99.9%+ G; 97.9%+ Y; < 97.9% R
Wide Area Network	98.9%+ G; 96.9%+ Y; < 96.9% R
Switch Availability	99.9%+ G; 97.9%+ Y; <97.9% R
VPN Availability	99.9%+ G; 97.9%+ Y; <97.9% R

Telecom Tickets:

Resolve customer issues within 12 IOT business hours 90%+ G; 87%+ Y; <87% R

Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Recent Major Accomplishments:

- Refreshed campus local area network to support PoE (450 PoE switches)
- Upgraded campus cabling infrastructure to support VoIP (4500 Category 6 data jacks)
- Assisted with the installation and turn up of the Security operation Center (SOC) at Perdue

Current Projects:

- Refresh local area network for ISDH at 2 N Meridian
- Migrate campus Centrex voice customers to new VaaS solution. (8500 Centrex lines)